

Appl. No. 09/691,791
Amdt. dated April 21, 2005
Reply to Office Action of January 26, 2005

Amendments to the Claims:

1-18. (Canceled)

19. (ALLOWED) A computer program product comprising:
a computer usable medium having computer readable program code for
regenerating electronic mail embodied therein, said computer readable program
code configured to:
obtain a request from a user for an electronic mail message previously
transmitted to a customer;
obtain a stored reference to a template comprising template data
associated with said electronic mail message;
obtain said template using said stored reference;
obtain customer information about said customer;
obtain previously calculated information associated with said electronic
mail message; and
recreate a new version of said electronic mail message by combining said
customer information, said previously calculated information, and said template
data.

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20. (ALLOWED) The computer program product of claim 19 wherein said template varies depending upon what type of trigger event initiated said request.

21. (ALLOWED) The computer program product of claim 20 wherein said templates comprises information related to a customer transaction.

22. (ALLOWED) The computer program product of claim 19 wherein said electronic mail message comprises a message personalized for said user.

23. (ALLOWED) The computer program product of claim 19 wherein said new version of said electronic mail message is sent to said user for display.

24. (ALLOWED) The computer program product of claim 23 wherein said user comprises a customer service representative.

25. (ALLOWED) The computer program product of claim 23 wherein said user comprises said customer.

26. (ALLOWED) The computer program product of claim 19 wherein said customer information is obtained from a historical data file.

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27. (ALLOWED) The computer program product of claim 26 wherein said historical data file comprises information providing a reason for transmitting said electronic mail message.

28. (ALLOWED) The computer program product of claim 26 wherein said template data is separable from said historical data file.

29. (ALLOWED) The computer program product of claim 26 wherein said historical data file comprises transaction information.

30. (ALLOWED) The computer program product of claim 29 wherein said transaction information comprises data associated with said customer.

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31. (ALLOWED) A method for regenerating message data comprising:
obtaining a request from a user for an electronic mail message previously
transmitted to a customer;
obtaining a stored reference to a template comprising template data
associated with said electronic mail message;
obtaining said template using said reference;
obtaining customer information about said customer;
obtaining previously calculated information associated with said
electronic mail message; and
recreating a new version of said electronic mail message by combining
said customer information, said previously calculated information, and said
template data.

32. (ALLOWED) The method of claim 31 wherein said template varies
depending upon what type of trigger event initiated said request.

33. (ALLOWED) The method of claim 31 wherein said templates
comprises information related to a transaction with said customer.

34. (ALLOWED) The method of claim 31 wherein said electronic mail
message comprises a message personalized for said user.

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35. (ALLOWED) The method of claim 31 wherein said new version of said electronic mail message is sent to said user for display.

36. (ALLOWED) The method of claim 35 wherein said user comprises a customer service representative.

37. (ALLOWED) The method of claim 35 wherein said user comprises said customer.

38. (ALLOWED) The method of claim 31 wherein said customer information is obtained from a historical data file.

39. (ALLOWED) The method of claim 38 wherein said historical data file comprises information providing a reason for transmitting said electronic mail message.

40. (ALLOWED) The method of claim 38 wherein said template data is separable from said historical data file.

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41. (ALLOWED) The method of claim 38 wherein said historical data file comprises transaction information.

42. (ALLOWED) The method of claim 41 wherein said transaction information comprises data associated with said customer.

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43. (ALLOWED) An apparatus for regenerating message data comprising:

a processor;

memory coupled to said processor;

said memory comprising a regeneration module configured to:

obtain a request from a user for an electronic mail message

previously transmitted to a customer;

obtain a stored reference to a template comprising template data associated with said electronic mail message;

obtain said template using said reference;

obtain customer information about said customer;

obtain previously calculated information associated with said electronic mail message; and

recreate a new version of said electronic mail message by combining said customer information, said previously calculated information, and said template data.

44. (ALLOWED) The apparatus of 43 wherein said template varies depending upon what type of trigger event initiated said request.

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45. (ALLOWED) The apparatus of claim 43 wherein said template comprises information related to a transaction with said customer.
46. (ALLOWED) The apparatus of claim 43 wherein said electronic mail message comprises a message personalized for said user.
47. (ALLOWED) The apparatus of claim 43 wherein said new version of said electronic mail message is sent to said user for display.
48. (ALLOWED) The apparatus of claim 47 wherein said user comprises a customer service representative.
49. (ALLOWED) The apparatus of claim 47 wherein said user comprises said customer.
50. (ALLOWED) The apparatus of claim 43 wherein said customer information is obtained from a historical data file.
51. (ALLOWED) The apparatus of claim 50 wherein said historical data file comprises information providing a reason for transmitting said electronic mail message.

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52. (ALLOWED) The apparatus of claim 50 wherein said template data is separable from said historical data file.

53. (ALLOWED) The apparatus of claim 50 wherein said historical data file comprises transaction information.

54. (ALLOWED) The apparatus of claim 53 wherein said transaction information comprises data associated with said customer.

55-63. (Canceled)

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64. (ALLOWED) An apparatus comprising:

computer storage media comprising:

 a plurality of templates, each of said templates associated with one of a plurality of standardized communications;

 a plurality of files respectively associated with a plurality of customers, each of said files comprising:

 one or more references to one or more templates used in one or more prior communications with a respective customer;

 information specific to said respective customer;

 a server configured to regenerate said one or more prior communications with said respective customer by:

 obtaining one or more previously used templates based on said one or more references;

 populating said one or more previously used templates with data from said information specific to said respective customer.

65. (ALLOWED) The apparatus of claim 64, wherein said server is further configured to provide regenerated prior communications to a requester.

66. (ALLOWED) The apparatus of claim 65, wherein said requester is a customer service representative.

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67. (ALLOWED) The apparatus of claim 64, wherein said information specific to said respective customer comprises customer account information.

68. (ALLOWED) The apparatus of claim 64, wherein said information specific to said respective customer comprises customer transaction information.

69. (ALLOWED) The apparatus of claim 64:
wherein said information specific to said respective customer comprises a prior electronic mail message from said respective customer;
wherein said plurality of templates further comprises a mail display template; and
wherein said server is further configured to obtain said mail template and populate said mail template with said prior electronic mail message.

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70. (ALLOWED) The apparatus of claim 64:

wherein said information specific to said respective customer comprises text data from one or more notes associated with said respective customer; wherein said plurality of templates further comprises a note display template; and

wherein said server is further configured to obtain said note display template and populate said note display template with said text data.

71. (ALLOWED) The apparatus of claim 64:

wherein said information specific to said respective customer comprises audio data of a prior conversation with said respective customer;

wherein said plurality of templates further comprises an audio playback interface template; and

wherein said server is further configured to obtain said audio playback interface template and associate said audio playback interface template with said audio data.

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72. (ALLOWED) The apparatus of claim 64, wherein said server is further configured to respond to a triggering event by:

obtaining a triggered template associated with a type of said triggering event, said triggered template comprising standardized information associated with said triggering event;

generating a triggered electronic mail message by populating said triggered template with data from a given file of a customer associated with said triggering event;

transmitting said triggered electronic mail message to said customer; and

storing a reference to said triggered template in said given file.

73. (ALLOWED) The apparatus of claim 64:

wherein said information specific to said respective customer comprises calculated data from a prior communication; and

wherein said server is further configured to use said calculated data to populate said one or more previously used templates.